



Community Pharmacists
Advancing **Safety**
in Saskatchewan

[directions]

REPORT FROM THE FIELD ON OUR COMPASS PROGRAM

VOLUME TWO / ISSUE TWO

NOVEMBER 2016

“ *When asked if the pharmacy would continue to use COMPASS™ tools even after the pilot was complete, 89.5% (60/67) of those asked indicated that they would.* ”

– from COMPASS™
phone survey results

COMPASS™ Update

Phase III of the COMPASS™ pilot project is in its final quarter with 119 community pharmacies currently participating. A great deal of learning has occurred over the three phases of COMPASS™ with pharmacies reporting many positive changes including increased safety, error awareness and more comfort with reporting and discussing incidents. As the end of the third COMPASS™ phase approaches, options for the next steps are being considered. The COMPASS™ Steering Committee has been meeting to review all the research and lessons learned from the three phases and will be making recommendations, which will be presented to the Saskatchewan College of Pharmacy Professionals (SCPP) Council in December 2016. Any resulting decisions will be announced in the next Directions newsletter. If you have questions, please contact Jeannette Sandiford at 306-584-2292 ext. * or email jeannette.sandiford@saskpharm.ca.

Webinar Sessions Available on YouTube

As reported in the June 2016 SCOPE newsletter, a YouTube video regarding COMPASS™ training is available for any pharmacy to review at: https://youtu.be/9MyY2_BKH9E.



The video introduces COMPASS™ and explains how to use the tools. It is a great refresher for existing COMPASS™ pharmacies as well as training for new pilot pharmacies.

It was also reported in the COMPASS™ Directions newsletter article that the training program had been approved for 1.5 Continuing Education units by Continuing Professional Development for Pharmacy Professionals (CPDPP), College of Pharmacy and Nutrition, University of Saskatchewan. However, the accreditation for this program has expired. Although a certificate cannot be obtained from CPDPP, a certificate of completion can be obtained from ISMP Canada. For pharmacists and pharmacy technicians who wish to obtain a certificate for their learning portfolio, please contact ISMP Canada at cphir@ismp-canada.org. A copy of the slides used in the presentation can be obtained through the SCPP office by contacting Denise Carr.

Even though the program is not accredited, the training can still be included in the learning portfolio as non-accredited learning for 1.5 hours of learning. A copy of the "Learning Project Record – Non-Accredited Professional Development" sheet can be accessed at the following link – [Learning Project Record - Non-Accredited](#).

Phase II COMPASS™ Evaluation

"Thank you to all the pharmacists who participated in the survey; your feedback was invaluable."

The evaluation of the second phase of COMPASS™ by Todd Boyle of St Xavier University is now complete. The report regarding the results of the survey as well as recommendations and next steps can be accessed here: [An Assessment of the COMPASS Quality Improvement Initiative](#). Thank you to all the pharmacists who participated in the survey; your feedback was invaluable. As mentioned above the results of this survey will be used by the COMPASS™ Steering Committee to determine next steps for COMPASS™.

ISMP Safety Bulletin

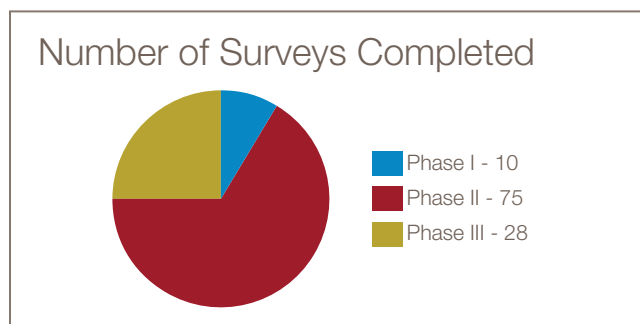
One of the services the Institute of Safe Medication Practices (ISMP) Canada provides through its website is a safety bulletin that highlights safety issues relating to community or hospital pharmacy practices. The bulletin is a valuable tool in bringing different safety issues to light to help prevent the occurrence in other pharmacy practices. Pharmacy staff members are encouraged to sign up for a free subscription at [ISMP Canada Newsletter Sign Up](#). The most current edition of the bulletin deals with delayed treatment due to transitions of care. The bulletin can be accessed at the following link: [ISMP Canada Safety Bulletin – October 5, 2016](#). Previous bulletins can also be accessed through the ISMP Canada website.

Shared Learning Opportunities

One of the goals of COMPASS™ is to promote shared learning between Saskatchewan pharmacies regarding incidents, unsafe practices and other important issues to improve pharmacy care in Saskatchewan. With that goal in mind, I would like to share the link to a couple of incidents that were brought to light via the CBC. One was an incident that occurred in a Saskatoon pharmacy [4-year-old ‘acting like a slobbering drunk’ after pharmacy dispenses wrong dose of anti-psychotic drug](#) and the other occurred in Mississauga, ON [Parents find son’s lifeless body after pharmacy switches sleep medication for toxic dose of another drug](#).

COMPASS™ Phone Survey

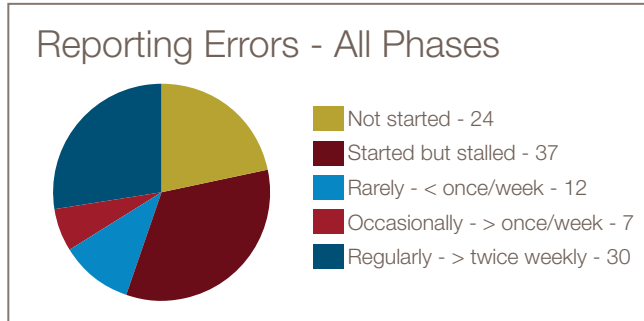
A phone survey of all COMPASS™ pharmacies was completed over the months of August and September 2016. Surveys were completed with 113 of the 120 pharmacies (seven pharmacy managers were not available). The goal of the survey was to obtain feedback on current usage of the tools, training taken regarding COMPASS™, thoughts on future training, barriers to implementation, attitudes towards COMPASS™ and anticipation of future use. In most cases, the survey was completed by the pharmacy managers; however in some cases a pharmacist, pharmacy technician or a pharmacy assistant completed the survey.



Only **110 survey** results of the 113 surveys taken were included. The reduction is due to **one** pharmacy in Phase II **withdrawing** from the pilot and **two** pharmacies that **never signed the data sharing agreement** from Phase II and III.

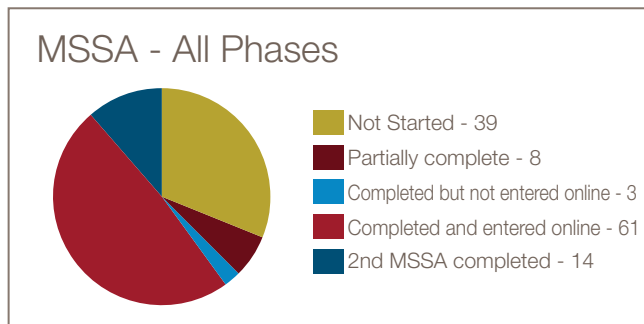
Use of the Tools

There appears to be some room for improvement in the current usage of the tools. Regarding incident reporting to Community Pharmacy Incident Reporting (CPhIR), some pharmacies have not yet started reporting errors (21.8% or 24/110), whereas others have started reporting regularly, but have stalled in the last few months (33.6% or 37/110). Twenty-seven per cent (30/110) of pharmacies indicated that they were regularly reporting to CPhIR.



MSSA

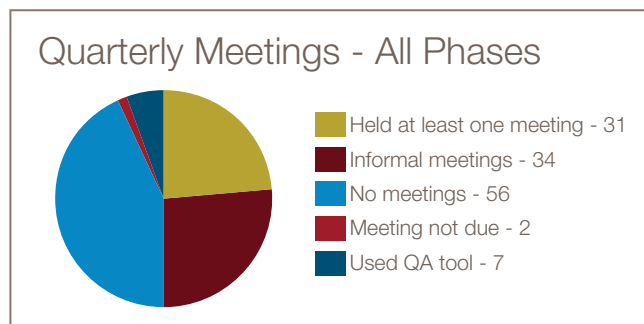
With respect to the completion of ISMP Canada’s Medication Safety Self-Assessment (MSSA), 55% (61/110) of pharmacies have completed the MSSA and entered the results into the online system; however, 35% (39/110) have not yet started the MSSA.



Quarterly Meetings

Holding a quarterly meeting appears to be the one component of COMPASS™ that is not being consistently used.

- 28% (31/110) of pharmacies have held a formal quarterly meeting
- 31% (34/110) indicated that they hold informal meetings (huddles)
- 51% (56/110) indicated they have not yet held any quarterly meetings



More awareness and education will need to be provided to ensure pharmacy staff understand the importance of each component and ensure that all components are being consistently utilized.

Training and Future Training

When asked what training had occurred to date:

- 59% (65/110) of pharmacies had at least one person take some type of training on COMPASS™ either prior to starting or during one of the pilots
 - 43.6% (48/110) of the training was in-person
 - 15.4% (17/110) was online/web-ex training
- 41% (46/110) did not have anyone in the pharmacy take training

When asked what format the pharmacy would prefer regarding any future training:

- 43.6% (48/110) indicated online modules or web-ex
- 25% (28/110) indicated in-person
- 16.4% (18/110) indicated either in-person or online would be fine depending on the content

Barriers to Implementation

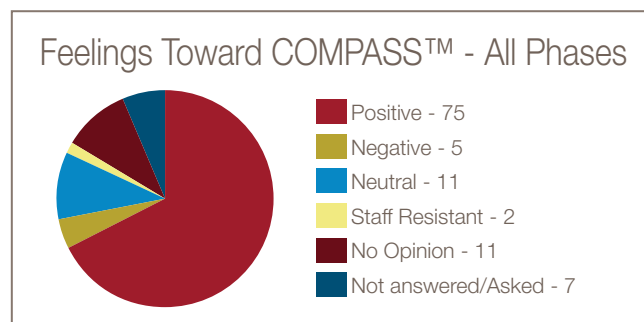
When asked if the pharmacy experienced any barriers to implementation of the COMPASS™ tools, 78% (86/110) indicated “yes” and 22% (25/110) indicated “no”.

Some of the **barriers experienced** were in the following areas:

- Time and staffing issues
- Training
- Continuity after pharmacy manager changed or COMPASS™ champion left
- Workflow
- Other more pressing priorities
- Duplicate reporting – streamlining reporting

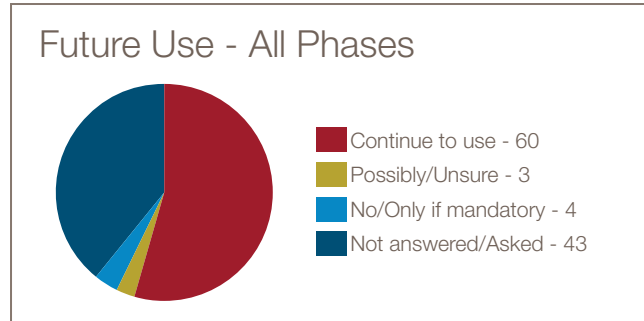
Feelings Toward COMPASS™

Overall the attitudes towards COMPASS™ were very positive. 68% (75/110) were very positive about COMPASS™ and thought it was a very worthwhile project.



Future Use

When asked if the pharmacy would continue to use COMPASS™ tools even after the pilot was complete, 89.5% (60/67) of those asked indicated that they would.



Statistics

Our statistical reports provide us with numerical evidence of the value of the COMPASS™ program. These numbers are directly derived from the inputs provided by our pilot pharmacies. We would not have this valuable information without your diligence and cooperation. THANK YOU!!

The following are the statistics for incident reporting in the CPhIR (Community Pharmacy Incident Reporting) system. The report covers all data entered starting from Phase I (September 2013 until the end of October 2016).

To date, there have been **6,824** incidents reported to the CPhIR system. A breakdown of the top three incidents include:

1,703 incidents with an incorrect dose/frequency

1,275 incidents where the incorrect quantity was dispensed

994 incidents that involved an incorrect drug

The majority or **5,552** of these incidents had an outcome of NO ERROR, which means the incidents were intercepted BEFORE they reached the patient.

1,199 were no harm incidents, which means the incidents reached the patient, but did not cause harm.

There were **73** reported incidents that did result in HARM. Information from ISMP Canada indicated that 63 were MILD harm and 10 were MODERATE harm.

To date, up to and including the end of October 2016, 95 pharmacies have entered at least one incident into the CPhIR system and 71 pharmacies have either completed or have started their online data entries for the MSSA. Eighty-nine pharmacies have held at least one quarterly meeting.

Reminders and Deadlines

Reminders

If your pharmacy has yet to record an incident or complete the MSSA, please begin to do so now. To fully understand the tools and successfully implement them into your pharmacy's everyday workflow, they need to be used consistently. As well, the information your pharmacy gleans from these processes will help to make your systems and processes safer for patients.



The ISMP Canada's Medication Safety Self-Assessment (MSSA) tool is one of the key components of COMPASS™. It is meant to provide ongoing, proactive self-assessment of both the safety culture of the pharmacy and the safety of its medication system. COMPASS™ pharmacies that completed an MSSA in Phase II should by now have either completed their second MSSA or be in the process of completing it. This second MSSA can be used as a comparison to show improvements since the completion of the first MSSA.

Deadlines

Please schedule and hold your next quarterly meeting.

Previous Editions of Directions Newsletter

For the benefit of new COMPASS™ pharmacies, previous editions of the Directions newsletter as well as other COMPASS™ information can be accessed on the SCPP website under the [COMPASS™ tab](#).

Contact Information

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